



WISCONSIN

DEPARTMENT OF WORKFORCE DEVELOPMENT

Division of Economic Support
Bureau of Work Support Programs

**TO: Economic Support Supervisors
Economic Support Lead Workers
Training Staff
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W-2 Agencies**

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Non W-2 ☐ **W-2** ☒ **CC** ☐

PRIORITY: High

SUBJECT: WtW / WAA CARES BACKDATING

EFFECTIVE DATE: Immediately.

PURPOSE

This memo provides:

1. Information about CARES dating/backdating rules.
2. Instructions for reporting information into CARES for selected events that occurred prior to implementation of new WtW/WAA logic on 8/28/00 or prior to creation of record on CARES after 8/28.
3. Instructions on the process to update WtW 30% non-custodial parents (NCP) to the 70% NCP category.

Note: The phrase "WtW/WAA workers" is not intended to suggest that all workers utilizing this memo will be engaged in entering records under both programs. In fact, it is very probable that most workers will work only in 1 program. However, since the dating and backdating process outlined in this memo is essentially the same for either program, it makes sense to combine the program names where appropriate.

BACKGROUND

The Workforce Attachment and Advancement Program (WAA) was implemented in CARES on August 28, 2000. At the same time, a number of changes were made to accommodate modifications in the Welfare to Work program (WtW). Because these programs were in operation prior to the availability of CARES reporting, and it is important to collect data about these earlier events for state and federal reporting, instructions are being provided to enable agencies to report history of critical events prior to implementation of CARES changes.

Instructions will cover:

1. General rules of dating and backdating, within the context of creating WtW/WAA records; and,
2. Specific information regarding:
 - a. Individuals who entered WtW under the new WtW Competitive Program - effective 1/1/2000
 - b. Individuals who entered WtW under the new WtW Formula Program - effective 7/1/2000
 - c. Individuals who entered WtW under the prior program and are still active.
 - d. Individuals who entered WAA prior to CARES implementation.

Instructions are provided for each of the essential functions in CARES. These include:

1. Creating a CARES record (RFA) and referral to Work Programs for individuals that were active in WtW or WAA prior to 8/28/00, but are **not** participating in another work program when the WtW/WAA RFA is created (referral is created) - Scenario One.

Note: RFA's and referrals cannot be backdated.
2. Creating a CARES record (RFA) for individuals that were active in WtW or WAA prior to 8/28/00, and are open in another work program at the time WtW/WAA RFA is created (no referral will be created) – Scenario two.
3. Reporting information that occurred prior to CARES RFA and referral (most activities in CARES cannot be dates prior to RFA and referral). These include:
 - a. Reporting components that occurred prior to the CARES RFA.
 - b. Reporting Entered Employments and Follow Through Contacts that occurred prior to the CARES RFA and enrollment.
 - c. Reporting program closure information on WPWI.
 - d. Updating or reporting information on the CARES assessment screens.
4. A concluding section discusses the process of updating WtW 30% Non-Custodial Parents to the 70% category. The new WtW amendments effectively eliminated the 30% NCP category, thus instructions are provided to update 30% NCPs to the 70% NCP category.

THE NEED FOR COORDINATION AND COMMUNICATION

Before delineating the backdating process for WtW and WAA individuals, we want to reaffirm the need for mutual cooperation and coordination in the delivery of WtW/WAA services. Many of the individuals participating in WtW/WAA will also be participating in other work programs, such as W-2 or FSET and the other non-eligibility program Children First. Since individuals participating in these other programs will also be tracked in the CARES system, it is vital that all workers are aware of the program status of the individual with whom they are working. If an individual is enrolled in either W-2 or FSET, the respective case manager is directed by policy to enter assessment information and maintain the details of the employment plan. Thus, although we encourage WtW/WAA workers to utilize these screens whenever possible, we want to caution WtW/WAA workers not to modify the information entered by other case managers without the consent and cooperation of the other program worker(s). The critical issue here is that the WtW/WAA worker must at all times coordinate and cooperate with other case managers in the delivery of WtW/WAA services.

BACKDATING PROCESS FOR INDIVIDUALS MANUALLY ENROLLED IN WtW/WAA PRIOR TO THE RECORD BEING ESTABLISHED IN CARES

Note: It is important to act quickly in entering this set of individuals. Any delay in entering these individuals in CARES will only make the issue of backdating more problematic.

Workers also need to understand that it will be impossible to completely reconstruct the participation dates of these individuals. Although we want to be accurate as possible in recreating participation dates, the vital point in retroactive reporting is ensuring that the key activities of individuals are accounted for in the various participation reports.

RFA & REFERRAL

The first step in entering an individual who opened in WtW/WAA prior to 8-28-2000 is to create an RFA. The RFA process is initiated on CRPR and completed by the processing of CRWT (for WtW) or CRWA (for WAA) and then CRWP, which generates the referral trigger to the WP subsystem. The RFA date cannot be backdated, nor can the referral date if a referral is created. However, on CRWT/CRWA the worker will have the ability to backdate the Participation Begin Date and the EDF Signature Date (for CRWA it is known as the WAA Application Signature Date) to the actual dates of occurrence. It is vital workers utilize this backdating capability.

Although these 2 dates can be backdated, workers entering WtW records should bear in mind the effective dates in the changes to WtW eligibility. For backdating WtW Competitive participants, the Participation Begin date should not be prior to 1-1-2000, while for Formula participants, the Participation Begin date should not be prior to 7-1-2000.

<p>Scenario #1 -- Not already Open in WP at Referral: Once the appropriate information is entered on CRWT or CRWA and CRWP is processed, one of two scenarios will result. The first scenario is the individual is not in referred, scheduled or enrolled status in the WP</p>
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subsystem for another work program. When this is the case, once CRWP is processed, a referral will be created. As stated above, the referral date cannot be backdated. Once the referral is created, WtW/WAA worker must complete an enrollment for the individual. Enrollment is achieved by completing WPEN. The date of the enrollment cannot be prior to the referral date, thus the actual date of enrollment in WtW will not be reflected by the CARES enrollment date.

POSTING COMPONENTS

Once enrollment is completed, the worker can now update the screens for posting and maintaining activities, WPCS and WPOCH. If the individual is no longer active in WtW/WAA, the worker will be posting activities that have since ended. Thus, the worker should enter the component begin date using the enrollment date and enter the end date using the same date. Please note that any activity entered must be entered in the Actual phase in order to count in the appropriate activity reports. The respective WtW/WAA fund source code should also be used when posting component(s). In addition, the worker has the opportunity to report the actual component completion reason.

REPORTING ENTERED EMPLOYMENTS

The worker must also report Entered Employment information for WtW/WAA if the employment entered met the appropriate criteria. Using WPEH, the worker would use the referral date as the Entered Employment date, since an Entered Employment cannot be dated prior to the referral date.

By reporting an Entered Employment on WPEH, the worker automatically sets into motion the CARES employment follow-through process. Follow-through results can be reported at two different time intervals, 30 days from the date the Entered Employment was posted and then at 180 days. Follow-through results for each episode cannot be posted before the review due date has arrived. Thus, in order to report follow-throughs for this set of participants, workers will have to rely on manual tracking and wait for the respective reporting periods to arrive before posting the results.

Example: An individual started participating in WtW Competitive Program on 2-1-00. On 2-15-00 the person entered an employment that met the FT Entered Employment criteria. On 9-4-00, the WtW worker enters the record in CARES (a WtW RFA is created and processed). The worker must record in CARES that an Entered Employment occurred, using WPEH. The worker cannot backdate the Entered Employment prior to the RFA date, thus the worker uses the earliest possible date 9-4-00. By entering this EE, the employment follow-through process is initiated. In CARES, the 30 day Follow-Through can be entered on 10-4-00, while the 180 follow-through cannot be entered till approximately 3-1-01. In actuality, though, the 30 day date from the employment fell on 3-15-00 and 180 day date fell on approximately 8-15-00. Thus, the worker would have to rely on the manual tracking of these "actual" dates (3-15-00 and 8-15-00) to enter the follow-through data in CARES (on 10-4-00 and 3-01-01, respectively).

Note: Workers can utilize the mail functionality in CARES to alert themselves when these future dates arrive. CMMM allows workers to post a future date on which the mail message will appear, thus making it easier to track the dates on which Follow-through data can be entered in CARES.

ASSESSMENT AND EMPLOYMENT PLAN SCREENS

The other screens available for entry, the assessment screens WPED, WPAW, WPJR and the employment plan screens WPJS and WPAS, are optional. They are optional because the information collected on these screens do not directly factor into WtW/WAA reporting. However, if any data must be entered on any of these screens use the actual date of occurrence if backdating is allowed, such as reporting test results in WPED, otherwise use the enrollment date.

Scenario 2 -- Individual Open in Another Work Program: A second scenario occurs if an individual is already open in another work program at the time CRWP is processed for the WtW/WAA RFA. The individual could be in referred, scheduled or enrolled status for another program. As mentioned above, this is where the awareness of work program status is vital. It is the responsibility of the WtW/WAA worker to make contact with the other case managers to develop a coordinated case management approach. If an enrollment has not occurred (the participant is in referred or scheduled status), the worker should be careful not to enter an enrollment without first checking with the other case manager(s). For example, it is possible that posting an enrollment would interfere with an FSET sanction request if the sanction were requested for failure to enroll in FSET.

POSTING COMPONENTS UNDER THIS SCENARIO

If an enrollment has occurred for another work program, the worker should be careful not to date components prior to the transaction dates associated with the processing of the respective WtW/WAA RFA. When an RFA is processed for either program, a program begin transaction will be created on WPTN (e.g., WtW Begins). In order to ensure the accurate generation of WtW/WAA reports, components must be posted on or after this program begin date. Under this scenario it may be possible to post activities prior to the program begin date, but by doing so the components posted will not be attributed to the appropriate program.

Example: An individual is enrolled in FSET on 3-1-00 and then begins receiving WAA services on 4-1-00. On 9-1-00 the WAA worker enters the WAA record in CARES. The WAA RFA is created and processed on 9-1-00. The worker now needs to post the WAA activities in which the person has been participating since 4-1-00. Although based on CARES logic the worker could back-date the activities to 4-1-00, thus trying to capture the actual dates of participation, the worker must use a component begin date on or after 9-1-00 in order for the activities to be appropriately attributed to WAA participation. Since the transaction date for the WAA RFA is 9-1-00 (i.e., WAA Begins), the earliest Component Begin date for posting WAA components should be 9-1-00.

POSTING ORIENTATION

Since under this scenario the worker will most likely not be completing an enrollment for the individual, it is the option of each local agency to post an Orientation component for the individual as a way to represent the individual was formally enrolled and oriented to the

program. Again, the Begin Date for this component must be on or after the date the RFA was created for the program.

POTENTIAL IMPACT ON W-2/FSET PERFORMANCE STANDARDS

Under this scenario workers must be aware of a unique set of issues. If the individual is open in either the W-2 program or the FSET program at the time the WtW/WAA RFA is created, the posting of components and entered employments may have an impact on the performance standards currently in place for each program. Component activity and entered employment activity make up key elements of the performance assessment of these programs. Because of this, WtW/WAA workers must work closely with the respective case managers of these programs when making retroactive entries for affected participants.

COMPLETION PHASE

Note: The Completion phase only applies to individuals no longer participating in the WtW or WAA program at the time the record is entered in CARES. If an individual is still active in either WtW or WAA, then continue to provide services as appropriate and use actual dates in recording activities as they occur.

Once the appropriate data entry has occurred for the given scenario, the worker can now take steps to complete the record in CARES for those individuals no longer active in the respective program. WtW/WAA program completions are posted on WPWI. The worker will enter the appropriate code for completion and enter a date of completion.

Scenario 1 -- Not already Open in WP at Referral: The date of completion cannot be prior to the CARES enrollment date, thus for this scenario, where the individual was not open in another program when the RFA was created and hence an enrollment was completed, use the enrollment date as the completion date.

For this scenario, one additional step must be taken. Since this individual was not already open in another program when the referral was created, we will want to disenroll the individual from the work program subsystem using the current date. This is accomplished by completing WPDS.

Note: If the individual is open in another program, the worker should under no circumstances disenroll the individual.

Lastly, for this scenario, it is most probable that the whole set of program activity (enrollment, posting activities and any entered employment, program completion and disenrollment) will occur on the same date. This is unavoidable, and as stated before, the critical part here is to show what happened versus when.

Scenario 2 -- Individual Open in Another Work Program: On the other hand, if the individual is open (a referral had been created) in another program at the time the WtW/WAA RFA is created, the worker might be able to post the actual completion date from the WtW/WAA program, providing the actual completion date occurred after the most recent CARES referral date.

Example: An individual was referred to and enrolled in FSET on 5-1-00. On 6-1-00, the individual started in the WAA program but ended participation on 7-31-00. On 9-6, the WAA worker enters this record in CARES (creates a WAA RFA and processes CRWP, and correctly uses 6-1-00 as the Participation Begin date on CRWA). The worker must enter the appropriate components and end them, using the 9-6 date as the component begin and end date. Since the person ended WAA participation on 7-31-00, the worker must also complete the individual from WAA. The worker trans to WPWI and enters the appropriate completion code and must now enter a completion end date. Since the person was referred to FSET back on 5-1-00, the worker can use the actual completion date of 7-31-00 when entering the completion date in CARES.

When this is not possible, the worker should use the date closest to the actual completion date, which would be the most recent referral date. To get this date, the worker can tran to WPEN and use the "Effective Date" for the most recent "REFERRAL" transaction.

Under this scenario, since the individual is participating in another work program, the worker will not disenroll the individual from the Work Program sub-system after entering the appropriate completion information.

Note: In approaching this type of retroactive entry and reporting, we recommend the worker complete the appropriate entry in an uninterrupted sequence. It will be a much smoother process to create and process the RFA, post the enrollment, if applicable, post components and end them, post any entered employments, and then complete WtW in one continual data-entry session.

THE NEED FOR DETAILED CASE COMMENTS

Although for most of what is described above we are not able to capture the actual dates of certain events, workers can add the missing detail by fully utilizing case comments. Case Comments (WP PIN level) are entered on CMCC and as free-format environment, workers can provide a detailed narrative of what occurred and when it occurred. Workers should focus on the critical details such as dates of program participation, dates of activities and dates of entered employments.

WtW: UPDATING NON-CUSTODIAL PARTICIPANTS TO THE 70% CATEGORY

The 1999 WtW Amendments moved all non-custodial parent participants into the 70% enrollment category. These amendments were effective on January 1, 2000 for competitive grantees and July 1, 2000 for formula grantees. As a result, we strongly encourage agencies to transfer non-custodial parents who were enrolled under the 30% portion prior to the effective dates of the 1999 Amendments into the 70% portion, if those non-custodial parents meet the new non-custodial parent criteria and requirements. This process includes requiring the participant to enter into a Personal Responsibility Contract. Aside from establishing the personal responsibility contract, the agency does not need to re-determine a non-custodial parent's eligibility in order to transfer the individual from the 30% portion to the 70% portion. The agency will rely upon the information collected at the time of the non-custodial parent's initial enrollment into WtW, rather than eligibility information available at the time of the individual's transfer from the 30% portion to the 70% portion. Workers who have further questions on this matter should consult the WtW web site: www.dwd.state.wi.us/wtw.

Making this update can be easily achieved in CARES. Once the appropriate individuals have been identified, the worker will need to create a new RFA for each person and complete the appropriate details on CRWT to reflect the update to the 70% category. The worker must ensure that the appropriate individual is “matched” during the clearance process so the new details are assigned to the correct individual. Also, the worker does **not** need to complete and disenroll the individual from WtW on the work program side to make this update. Once CRWT is appropriately completed and CRWP is processed the new eligibility details will be automatically updated on the Work Program side.

CONTACT

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NOTE – This is a new number for the Call Center’s Fax Machine.

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